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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/723,587	11/28/2000	Patrick S. Wood	7000-043	8527
27820	7590	04/22/2004	EXAMINER	
WITHROW & TERRANOVA, P.L.L.C.			LE, KAREN L	
P.O. BOX 1287			ART UNIT	PAPER NUMBER
CARY, NC 27512			2642	
DATE MAILED: 04/22/2004				

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/723,587	WOOD, PATRICK S.
Examiner	Art Unit	
Karen Le	2642	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 28 November 2000.

2a) This action is **FINAL**. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-49 is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-49 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11) The proposed drawing correction filed on _____ is: a) approved b) disapproved by the Examiner.

If approved, corrected drawings are required in reply to this Office action.

12) The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some * c) None of:

1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).

a) The translation of the foreign language provisional application has been received.

15) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) Notice of References Cited (PTO-892) 4) Interview Summary (PTO-413) Paper No(s). _____ .
2) Notice of Draftsperson's Patent Drawing Review (PTO-948) 5) Notice of Informal Patent Application (PTO-152)
3) Information Disclosure Statement(s) (PTO-1449) Paper No(s) 2 . 6) Other: _____ .

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

2. Claims 1-49 are rejected under 35 U.S.C. 102(b) as being anticipated by McConnell (U.S. 5,436,957).

Regarding claims 1, 10-11, 15, 24-25, 33, 34-35, 37, 45-46, McConnell teaches a method facilitating customized call processing comprising:

providing a feature queue for each of a plurality of entities, each feature queue defining a sequence to initiate call features associated with an event for call processing (Col. 4, lines 17-26), receiving a trigger indicating an occurrence of the event for a call associated with one of the plurality of entities (Col 5, lines 5-10), identifying the feature queue associated with the one of the plurality of entities corresponding to the event and processing the call to implement the call features in the sequence defined in the feature queue for the call (Col. 5, lines 40-48).

Regarding claims 2, 16 and 38, McConnell further teaches the method of claim 1 wherein each of the plurality of entities may be one of a group consisting of an individual subscriber, a group of subscribers, and a combination thereof (col. 52-54).

Regarding claims 3-6, 17-20, and 41 McConnell further teaches step comprises for each feature queue for the plurality of entities: creating the feature queue, defining the sequence to implement the call features for the feature queue, and defining the call features to include in the feature queue (col.4, lines 47-51).

Regarding claims 7-9, 13-14, 21-23, 27-28, 42-44 and 48 further comprising modifying the office feature queue wherein the defining step comprises inheriting the sequence to implement call features for the office feature queue for the feature queues for each of the plurality of entities and modifying the sequence to implement call features on a per-entity basis (col. 3, lines 50-62).

Regarding claims 12, 26 and 36, McConnell further teaches the associated feature queue is the subscriber feature queue for the given subscriber, the group feature queue for a subscriber in the group, and the standard feature queue for a subscriber other than the given subscriber and not in the group (Col. 4, lines 41-51).

Regarding claims 29-32, McConnell further teaches an interface to communicate with an associated telephony switching device wherein said control system and said interface cooperate to form a call server, a telephony switching devices, an intelligent peripheral, and are adapted to provide call processing for the switching device (Fig. 1, items 40, 31, 23, 11).

Conclusion

4. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks
Washington, D.C. 20231

Or faxed to:

Hand-delivered responses should be brought to
Crystal Park II, Sixth Floor (Receptionist)
2121 Crystal Drive
Arlington, VA 22202

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Karen Le whose telephone number is 703-308-4998. The examiner can normally be reached on Monday - Friday from 8:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4750.

Karen Le
KLL
April 16, 2004


AHMAD MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600